



Post title: Infrastructure & Social Value Support Officer

Hours of work: Full time, 37 Hours Per Week

Salary: £27,500 per annum

Duration: 2 years fixed term contract with potential for extension

Responsible to: Director of Infrastructure & Social Value initially then Infrastructure & Social Value Lead

Location: Based at MVA, Chatham

Purpose of the Role

This role supports the delivery of MVA's Infrastructure Contract and Social Value priorities across Kent and Medway by helping to strengthen the Voluntary, Community, Social Enterprise and Faith (VCSEF) sector. Working closely with the Infrastructure & Social Value Lead and the Senior Management Team, the postholder will contribute to capacity building, stakeholder engagement, community outreach, volunteering development and the coordination of the Social Impact Gateway (SIG), ensuring activities are well organised, responsive to sector need and effectively monitored.

Key Responsibilities

The postholder will provide practical support to the Infrastructure & Social Value Lead and Director of Infrastructure & Social Value across the following areas of work:

1. Build and maintain effective relationships with VCSEF, statutory and corporate partners.
2. Provide practical contract delivery support, including helping to coordinate activity, track agreed outputs and deadlines, and maintain evidence required for monitoring and reporting.
3. Coordinate and support the delivery of events, meetings and network sessions.
4. Collect, prepare and assist in analysing data, feedback and case study information to support monitoring, evaluation, impact reporting and service improvement.
5. Support the planning and delivery of MVA's online and in-person events, outreach activity and community engagement work.
6. Research and share local funding opportunities across relevant networks.
7. Work collaboratively with internal departments to ensure a consistent and joined-up external offer.
8. Contribute to the launch and delivery of wider MVA projects, ensuring agreed Infrastructure and Social Value targets are met.

9. Work directly with local communities to support the administration and delivery of new MVA initiatives.

Social Impact Gateway (SIG)

1. Lead on the day-to-day coordination and administration of the Social Impact Gateway (SIG).
2. Act as the first point of contact for SIG enquiries and applications from VCSEF organisations.
3. Monitor, receive, review and process SIG applications in line with agreed procedures.
4. Carry out quality assurance checks to ensure applications are complete, accurate and appropriate.
5. Liaise with VCSEF organisations, applicants, funders and internal colleagues to support effective programme coordination, delivery and follow-up.
6. Manage the application process for SIG-funded programmes, including tracking submissions, coordinating follow-up information, and ensuring applicants are kept informed of progress and outcomes.
7. Liaise with funders to understand their priorities, eligibility criteria, reporting requirements and any programme-specific needs, ensuring these are reflected in application processes, guidance and monitoring activity.
8. Support grant and programme compliance by maintaining accurate records, tracking eligibility and reporting requirements, and ensuring programme activity is delivered in line with funder expectations.
9. Maintain accurate records and contribute to SIG monitoring, evaluation and impact reporting.

Development of our Volunteering Platform

1. Support the Infrastructure & Social Value Lead (ISVL) in providing one-to-one support to individuals seeking volunteer opportunities and to organisations requiring support with volunteer recruitment.
2. Organise regular contact with sector organisations that have existing volunteer roles promoted with MVA to understand their progress, success and any additional support requirements.
3. Promote volunteering and local opportunities through varied channels, including social media, outreach, campaigns and community events.
4. Support the sourcing and updating of volunteering guidance and resources for the MVA website.

Communications Responsibilities

1. Prepare and publish regular newsletters and bulletins.
2. Administration of ad hoc Mailchimp communications when required.
3. Support maintenance of website functions and social media profiles.
4. Contribute to the development and annual review of the communications plan for the infrastructure contract, supporting internal adherence and assisting with the planning,

creation and scheduling of content for Infrastructure and Social Value social media and online platforms.

General Duties

1. Contribute actively to team meetings, strategic planning, and service development sessions.
2. Work in alignment with MVA's Equal Opportunities, Safeguarding and Health & Safety policies.
3. Attend regular supervision sessions with the line manager.
4. Participate in training relevant to the role.
5. Ensure timely and accurate completion of entries into MVA's Customer Relationship Management (CRM) system.
6. Carry out any additional duties consistent with the role as delegated by the ISVL, Director of Infrastructure and Social Value, Chief Executive or Senior Management Team.

Person Specification

	Essential	Desirable
Knowledge & Experience	Experience of working with volunteers or as a volunteer.	Experience managing volunteers.
	Experience of networking and relationship building with a diverse range of stakeholders.	
	Demonstrated ability to work effectively as part of a team	
	Experience using social media platforms for service promotion.	
	A good understanding of the VCSEF sector.	Previously worked in the VCSEF sector. A good working knowledge of Medway and/or Dartford and Gravesham geography and their VCSEF sectors. Working in an advice & guidance/support capacity
	Knowledge and understanding of data protection and confidentiality protocols.	
	Understanding of funder, commissioner or contract reporting requirements, including the importance of accurate information, deadlines, evidence collection and impact reporting.	
	Strong awareness of equality, diversity and inclusion, with a commitment to EDI principles and the ability to incorporate these into all aspects of the role.	

	Essential	Desirable
Skills	Strong IT abilities, confident using multiple software systems and digital platforms. Ability to learn new systems efficiently and effectively Full training on MVA systems will be given.	Intermediate or advanced use of any or all of the following: Word, Powerpoint, Excel Forms Canva CRM systems Other Microsoft apps
Skills	Good understanding and ability to post on various social media platforms, including Facebook and LinkedIn	Knowledge and experience of posting on other platforms.
	Excellent interpersonal, active listening and analytical skills.	
	Ability to produce clear written updates, summaries and reports for internal colleagues, partners, funders and stakeholders. Experience in either writing or contributing to reports.	
	Ability to work with multiple priorities and meet deadlines, with exceptional attention to detail.	
	Ability to work unsupervised proactively within defined parameters	
	Flexible and adaptable to changing team and organisational needs, with the ability to work effectively in a fast-paced environment where priorities may change at short notice.	
Personal attributes	Committed to high standards, taking initiative, and delivering high-quality service and support.	

	Essential	Desirable
	Able to work effectively both independently and as a positive, collaborative team member.	
	Strong organisational and administrative skills, with a flexible approach to working hours and workplans. There will be some evening and weekend work required	
	Able to travel independently efficiently within the service area, to deliver the objectives of the post.	Ideally with a full car licence and access to a car. However, this can be negotiated with the successful candidate
	The desire and ability to learn new skills as they relate to the requirements of the post.	A proven track record of personal self-development.